



METROPOLITAN  
TRANSPORTATION  
COMMISSION

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## *Memorandum*

TO: Bay Area Partnership Board

DATE: March 24, 2006

FR: Doug Kimsey

W.I.:

RE: Transit Connectivity Plan

With the passage of SB 916 and Regional Measure 2, MTC is required to adopt a Transit Connectivity Plan and incorporate it into MTC's Transit Coordination Implementation Plan pursuant to Section 66516.5 of the Government Code (SB 1474) by May 1, 2006. At your upcoming meeting, staff and its consultant will provide you with a status report on this planning effort, and describe next steps for Commission approval.

### Background

For purposes of this project, "transit connectivity" applies to passengers who use more than one transit system for a single trip, thereby requiring a transfer from one operator to another. The focus on the project, therefore, is to identify recommended improvements intended to address multi-operator trips. MTC obtained the consulting assistance of Wilbur Smith Associates to conduct this study, which builds upon a previous report completed by MTC staff in the summer of 2004. That study, conducted in consultation with a study TAC comprised of transit agency staff, along with input from various stakeholder groups, cities, counties and others. These groups identified and discussed barriers to transit connectivity in the following categories:

- Service connections;
- Information and amenities at transfer points including wayfinding signage;
- Pre-trip planning; and
- Fare policies and fare collection

The Transit Connectivity Draft Report was released on February 10 for public comment, and a public hearing was held on February 22. Since then, staff has also solicited comments on the plan from a variety of stakeholders and reviewed preliminary recommendations with the study TAC. We also invite your comments at the upcoming meeting prior to our seeking Commission approval of the Plan in April 2006.

A summary of the proposed recommended improvements and strategy for implementation is attached. The full draft report is available on-line at [http://www.mtc.ca.gov/library/transit\\_connectivity/Transit\\_Connectivity\\_Summary.pdf](http://www.mtc.ca.gov/library/transit_connectivity/Transit_Connectivity_Summary.pdf), should you wish to review it. Staff and the consultant will be on hand at your meeting to provide more details on the plan.

SH: CS

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## **Summary of Transit Connectivity Recommended Improvements/Implementation Steps**

Hub-related improvements were identified in the following categories:

- Wayfinding Signage
- Transit Information Displays
- Real-Time Information
- Schedule Coordination
- Last Mile Programs
- Hub Amenities

General connectivity improvements were also identified for:

- 511 Program
- Fare Coordination

### **Recommendations: Wayfinding Signage/Customer Information**

- Establish “baseline” standards for wayfinding and informational displays
- MTC to develop display template that includes “connecting transit information, schedule information for connecting services, station area map, 511 promotion materials
- Other type of information may be included in Regional Display Cases, including fare information, local area transit map, regional transit diagram.

### **Recommendations: Real-Time Information**

- Transit agencies are to share real-time data for dissemination on outlets such as 511, 511.org, and regional real-time signs
- Operators will adhere to regional real-time transit information architecture and sign guidelines developed by MTC

### **Recommendations: Schedule Coordination**

- Schedule Adherence will be part of RM2-Real-Time Program
- Timed Transfer/Pulsed Regional Rail Network will be part of regional rail plan

### **Recommendations: Last Mile Programs**

- Shuttle information will be incorporated into wayfinding signage/transit information systems
- Other services will be encouraged but not required
- Operators are encouraged to develop linkages with other existing grant programs

### **Recommendations: Hub Amenities**

- Hub Owners are encouraged to provide improved amenities
- New hubs that come on line are expected to include passenger amenities.

### **Recommendations: 511 Program (Consistent with 511 Strategic Plan)**

- Standards established to ensure transit agency support of 511/real time to deliver quality information for the 511 web transit web site
- Standards established to ensure transit agency support of 511 phone system
- Notify transit customers of the availability of 511 information

### **Recommendations: Fare Coordination**

- Continue with planned TransLink® rollout
- TransLink® Consortium to proceed with RM-2 funded Integrated Fare Program study